

The Travel Assistant

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Company: Unique

Location: Brussels

Category: other-general

Description:

The Travel Assistant works closely with the EU Project Director as well as with the Travel Coordinator and other talents of the PCO team.

The Travel Assistant tasks include the following but are not limited to:

Customer Care, Travel & Registration – PCO Events

- Assist and report directly to the Travel Coordinator
- Manage travel arrangements for special cases and report on these cases;
- Supporting the other members of the travel team by teaching them product specifications & processes;
- Assign incoming communications from travellers within the travel team;
- Monitor Facebook Group activity and provide support in responding to queries;
- Processing invoices and track/supervise spending
- Adherence to existing SoPs and financial guidelines
- De-escalate disagreements and orchestrate resolutions (conflict management)
- Coordinate registrations & travel bookings;
- Coordinate & follow-up with clients on registration matters;
- Create rooming list & follow-up closely with hotel suppliers:
- Registration & travel related file management; organising and opening of matters, closing of files, archiving and ensuring that all relevant documents are filed electronically, and

paper based, when required;

- On-site registration support if needed;
- Provide financial reports for travel & accommodation.

Project Management Assistance

- Support the team on the organisation of congresses and conferences on some specific tasks

assigned by the EU Project Director

- Advocate a high level of service attitude and professionalism, which includes industry

Internal use

- Respect timelines and critical dates and related action items
- Self-management without constant intervention from a Manager
- Prioritise daily tasks and project assignments
- Assist with all source project-related third-party suppliers appropriately and effectively, in

line

with MCI's procurement guidelines

- Ensure operational excellence and be 'Quality Obsessive'

Admin, IT & Tools

- Complete procedures, documents, forms, reports that are essential to the day-to-day operations

of project/ events. Master the systematic use of MCI & other available templates, tools & IT systems

- Demonstrate effective usage of available registration software features.
- Effectively use all job-related tools and systems, computer hardware/software
- Mandatory use of systems (e. g. MCI360, Smartsheet...)
- Understand GDPR, vet suppliers and ensure to establish the right Data Protection

Agreement required as well as IT Chart regulations

Profil

o- You will work in a young, dynamic, international company in the field of communication

- An unique experience in the Event Customer care coordination

- Graduated

Offre

You will work in a young, dynamic, international company in the field of communication;

Entreprise

The company is an independently owned company with headquarters in Geneva, Switzerland and a global presence.

Our +2,500 professionals in 60 offices and 31 countries work with clients across Europe, the Americas, Asia-Pacific, India, the Middle East and Africa.

Our business is founded on the human insight: When people come together magic happens.

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